

Troubleshooting

Below is a list of symptoms and solutions. Additional help is available on our web site (US/Canada: www.everttech.com or Europe: www.europe.everttech.com) and through Evergreen Technical Support.

System BIOS or Software Misidentifies the MxPro Upgrade and/or Speed

The system BIOS often misreports the MxPro CPU and speed. In most instances this is simply a visual inconvenience. Use the INSTALL program that comes with your upgrade to accurately report the MxPro processor and speed.

The BIOS is only capable of reporting CPUs which were available at the time the BIOS was programmed and installed in the computer. Because our upgrade processors use the latest CPU technology, the BIOS may not “ID” the chip correctly.

When the BIOS identifies the CPU, it does so only for informational purposes. System timing settings are not based on CPU identification, and therefore this label does not affect performance.

Benchmark Program	MxPro 180	MxPro 200
Wintach 1.2	114.53	131.56
Norton SI 7.0	137 MHz	152 MHz
Wincheckit 4.0	153 MHz	170 MHz
Wintune 97	153 MHz	170 MHz
Norton SI 32 (Windows® 95)	157 MHz	174 MHz
Speed 600	187 MHz	210 MHz

To have the BIOS properly recognize your new processor, you may need a BIOS upgrade from your manufacturer. The issue is generally not important enough to warrant a BIOS upgrade.

The table on the left outlines the expected results when running various benchmark programs.

Lower Than Expected Speed and Dhrystones

The Dhrystone benchmark is a processor integer test designed to test CPU performance, not system performance. Verify the proper system bus speed setting and Dhrystone rating in the Evergreen MxPro specifications table to the right. Refer to the Motherboard and BIOS Settings sections if performance is still less than expected.

Over-Clocking the MxPro

Do not run the Evergreen MxPro faster than its specified MHz rating. Follow the exact bus speed settings for the MxPro as described in the installation guide. Over-clocking can cause unstable operation, damage to your system, and up to 10-25% decrease in the life expectancy of the computer due to higher heat.

INSTALL Disk is Damaged or Outdated

Call Customer Service to request a new disk (US/Canada: 541.757.0934, Europe - see registration card for phone number).

System Does Not Boot From the INSTALL Disk but Instead Boots Normally

DOS 6.xx or Windows 3.xx users can press F5 during boot-up then type A:/INSTALL at the prompt. Windows 95 users can press F8 when the screen says “Starting Windows 95”. Select Safe Mode Command Prompt Only and type INSTALL at the A>.

I Updated My BIOS With a New Version From the Manufacturer and Now My System Does Not Work

You will need to restore the original BIOS used when you upgraded to the MxPro. For assistance, contact technical support.

My Acer Aspire 575 BL Locks Up During the Splash Screen of Windows 95 or is Unstable

Check to see if you have release 1 of Windows 95 by looking under System Properties. Release 1 requires you to REM out the Vpowerd line in the system.ini file.

System Does Not Boot, Monitor is Blank, or Machine is Unstable

Improper connections, motherboard settings, and/or BIOS settings usually cause these problems. Be sure the fan on the MxPro is spinning. If not, call technical support for assistance.

If you have installed other components in your system at the same time as the MxPro (e.g. memory, hard drive, video card), remove these items and install the Evergreen upgrade only. Install only one component at a time, make sure it is working, and install the next component.

Note: Make a record of any changes to your motherboard or BIOS/CMOS settings so you can return to your original settings if necessary.

You should also regularly run error checking, virus checking, and de-fragmentation software on your hard drive as preventative maintenance.

Connections

Check pin 1 orientation of the CPU and ensure the upgrade is fully seated. The upgrade bottom should touch the top of the socket on all four sides. (Refer to step 6.)

Check the upgrade processor for broken or bent pins.

Check all internal and external connections as well as seating of all cards, chips, and ribbon connectors inside the system. Review your notes from step 3 and make sure all connections have been correctly reinstalled.

Motherboard Settings

The following settings, if supported by the motherboard, should be available as changeable jumpers and/or dip switches on the motherboard. **Note:** Consult your motherboard documentation or manual for specific information on your motherboard settings. Often these settings may be found on the inside of the case cover, on the power supply, or printed on the motherboard.

Evergreen MxPro	System Bus Speed	CPU Type	AT Bus Speed	Voltage	Dhrystones
180 MHz	60 MHz	Pentium (P54)	~8 MHz (Bus/8)	VRE (3.45-3.6V)	95,000 - 105,000
200 MHz	66 MHz	Pentium (P54)	~8 MHz (Bus/8)	VRE (3.45-3.6V)	110,000 - 120,000

System Bus Speed: Most CPU’s run at a multiple of the bus speed. Common bus speeds in Pentium® machines are 50, 60, and 66 MHz. Many Pentium motherboards can be configured to run at different speeds. A few motherboards do not support system bus speed jumper changes.

CPU Type: Many motherboards support different types of CPU’s. We recommend that you set your motherboard for a standard Intel® Pentium P54 processor even though the upgrade may function properly with other CPU settings.

AT Bus Speed: The ISA adapter cards in your system run at a divisor of the bus speed. This divisor is referred to as the AT bus speed. Many systems are capable of running the AT bus as high as 11MHz. If your system becomes unstable reduce this setting. We recommend an AT bus speed of ~8MHz (Bus/8).

Voltage: Most Pentium processors run at either a standard VR or VRE setting. If your motherboard has specific voltage jumpers set these to VRE (3.45-3.6V).

CPU Multiplier: Most motherboards can run the CPU at a multiple of the bus speed to achieve higher processor speeds. The multiplier setting on the motherboard should be set to the highest multiplier or 3.5X if available.

BIOS Settings

BIOS settings may need to be changed if the symptoms still exist. These settings may vary according to the system and BIOS versions. Check your system manual for help on changing BIOS settings.

CPU Speed: Select the boot up speed for your system. HIGH is recommended. If problems exist, try selecting LOW.

External Cache Memory: This is additional memory on your motherboard. If your motherboard does not have external cache, the setting must be disabled.

Internal Cache Memory: This is additional memory inside the CPU. Set this to enabled or your performance will be poor.

Shadow Memory Cacheable & Video BIOS Area Cacheable: YES for this option may increase video performance. However, caching the video BIOS can cause stability and compatibility problems.

DRAM/Memory Wait State & SRAM/Cache Wait States: The lower the wait state or sequence values, the better the performance. If wait states/burst sequence values are set too low, memory errors and unreliable system operation may result. You may want to set these to midline or high at first and lower them one at a time if your system remains stable.

Note: Many problems can be solved by upgrading to the most recent BIOS version available on the system manufacturer’s web site. Many old DOS drivers installed in your CONFIG.SYS and AUTOEXEC.BAT are for DOS mode only. Removing unnecessary drivers from these files can also alleviate many problems. Check the Divide Overflow Error section under Problems with Drives and Disks for more information.

Problems with Drives or Disks

When your system first boots, you generally have the option of entering the BIOS/CMOS. Check your drive settings in the BIOS/CMOS to ensure that they match the equipment installed in your system. You may need to have the BIOS/CMOS auto-detect your drives. You should also check the drives hooked up to your IDE controller and make sure that they are set-up for their proper Master and Slave settings. These are usually jumpers on the back of the drives.

Bad Floppy Disk: Sometimes a bad floppy disk can give the appearance of a floppy drive problem. Checking a different floppy disk or the INSTALL disk in another system can determine whether the INSTALL disk is defective. Check for any errors that may be on the disk by running error checking software such as Microsoft's Scandisk or Symmantec's Norton Disk Doctor. If the problem resides within the INSTALL software, you may need to request a new copy of the disk from customer service.

Divide Overflow Error: The divide overflow error is a common error on systems that are using outdated DOS drivers for CD-ROM’s. These old DOS drivers are not capable of handling the speed of an upgraded processor. You will need to update the CD-ROM drivers in your system to solve this problem. Please contact your system manufacturer or check their web site to locate the necessary drivers.

Problems Occur Under Windows 95 Only: If the problem occurs only in Windows 95, have Windows 95 setup the floppy drive again. To do this, go into the Control Panel, select System, go to Device Manager, open Floppy Disk Controllers, select the Standard Floppy Disk Controller and then select Remove. This will remove your current drivers for the floppy drive and controller. Shut down Windows 95 and reboot the system. Windows95 will automatically setup the floppy drivers again.

Problem Appears with Original Processor Installed: Remove the upgrade processor from your system and reinstall your original processor. Remember to change the motherboard settings to their original configuration. If the problem persists with the original processor installed, check for loose floppy cabling and FDD controller. Make sure your floppy drive is setup properly in the system BIOS. If reinstalling the original processor solves the floppy problem, check the BIOS/CMOS troubleshooting section of this guide.

Finally, if the above steps do not remedy the problem, reinstall the original CPU. If the original CPU functions, restart the installation from the beginning and take notes during the process. If you are still encountering problems, please contact Evergreen Technical Support and have the following information ready:

System brand _____	System model _____
Manufacturer of original CPU _____	Original CPU speed _____
RAM _____	External cache _____
Motherboard brand _____	Motherboard model _____
BIOS make _____	BIOS version _____
BIOS date _____	Evergreen part# _____
Network & type _____	When/where can we contact you? _____